



**DEPARTMENT OF THE NAVY**

COMMANDER  
NAVY REGION, MID-ATLANTIC  
6506 HAMPTON BLVD.  
NORFOLK, VA 23508-1273

IN REPLY REFER TO:

COMNAVREGMIDLANT  
INST 1770.1 CH-1  
N12  
08 AUG 2003

COMNAVREG MIDLANT INSTRUCTION 1770.1 CHANGE TRANSMITTAL 1

Subj: CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Encl: (1) Mass Casualty Response Plan

1. Purpose. To publish Change 1 to the basic instruction.

2. Action

a. Add enclosure (1) to basic instruction as enclosure (8).

b. Make the following pen and ink changes:

(1) Page 2 of the basic instruction, paragraph 5., b.  
(5) add the sentence: Enclosure (8) refers.

(2) Page 3 of basic instruction, paragraph 7., add: (c)  
Enclosure (8), Mass Casualty Plan, defines specific process for  
mass casualties.

(3) Page 3 of basic instruction, paragraph 8.,

(a) add: (j) Command, and alternate, Funeral Honors  
Support (FHS) Coordinator's rank/rate, full name, and E-mail  
address.

(b) add: (k) Command FHS Coordinator's, and  
alternate, office, pager, FAX, home, and cellular phone numbers.

(c) add: (l) After hours calling and faxing  
instructions.


(d) add: (m) Number of enlisted (E1-E9) on board.

(e) add: (n) The command has the following  
chaplains assigned:

(f) add: (o) The below funeral detail information  
is provided:

Can provide 6 individuals to act as pallbearers:  
Yes/No.  
Can provide 2 individuals to act as a flag folders:  
Yes/No.  
Can provide or obtain rifles for a firing squad:  
Yes/No.  
Can provide or obtain the services of a bugler:  
Yes/No.

(g) Page 4 of basic instruction, closing paragraph, second line after DSN 262-2817, add: toll free 866-203-7791 EXT 1 (FHS), EXT 2 (CAC). Last line change pager to 800-533-3017, cellular to 757-618-1127.

  
G. E. EICHERT  
Chief of Staff

Distribution: [www.cnrma.navy.mil](http://www.cnrma.navy.mil)

CASUALTY ASSISTANCE CALLS PROGRAM

MASS CASUALTY PLAN

Ref: (a) OPNAVINST 1770.1  
(b) BUMEDINST 5360.1

1. Situation

a. General. In response to a major disaster involving mass casualties (15 or more naval personnel at one site), immediate notification and assistance to the NOK is desired by the Department of the Navy. All trained and designated CACOs and chaplains are placed on an emergency stand-by. CACO Regional Program Manager and/or designees will receive information regarding the disaster along with the names of the injured and deceased personnel. In addition, the names and addresses of the NOK should be provided. Per reference (a) Navy Regional Commanders will prepare contingency plans for handling CACO functions during major disasters. Accordingly, Commander, Navy Region, Mid-Atlantic (COMNAVREG MIDLANT) will establish a Mass Casualty Response Center (MCRC) to assign, inform, and assist the CACOs within their area of responsibility.

b. Line of authority. The chain of command for mass casualty operations is as follows:

(1) COMNAVREG MIDLANT - responsible for management of the program.

(2) Commander Fleet Forces Command - support role, i.e. logistics.

(3) Tycom - supporting role as directed by Regional Commander, i.e. provide a pool of trained CACOs, escorts and general morale and welfare of the families.

(4) Commander, Navy Personnel Command (COMNAVPERSCOM) - technical support, i.e. provide coordinating authority, policy interpretation from DOD to Navy, centralized direction, clear, concise and consistent guidance, and liaison with external agencies.

2. Assumptions

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a. COMNAVPERSCOM will notify all CACO Regional Program Managers and/or designees of a major disaster and provide an official list of casualties due to mishap and/or hostile action.

b. The resultant increased volume of CAC/FHS Program activity from a mass casualty may be at a level that will not permit the Regional staff to respond to each notification requirement in a timely and expeditious manner. Whenever possible in anticipation of such an event, the Mass Casualty Response Center (MCRC) will be activated as far in advance as feasible.

c. Upon onset of a mass casualty, as the volume of phone calls at the Casualty Office start to exceed personnel capability, calls will then be rotated to the MCRC.

d. Should the mass casualty involve personnel assigned to any naval activity located within COMNAVREG MIDLANT the number of personal notifications required of the servicemember's parent command may become too great for that command to manage. The Regional Commander or designee will then direct assignments from other local activities.

e. The disestablishment of the Region's MCRC will be at the discretion of the Regional Commander, typically following scheduled memorial services. All CACO requirements will then be addressed by the CACO Regional Program Manager (CRPM).

### 3. Administration and Logistics

a. Time may not permit the CRPM or designee's office to personally assign and handle all cases. A Mass Casualty Watchbill has been established to augment the staff in order to accommodate the influx of CACO Office requirements. Together, this group will form the MCRC. The MCRC will be a 24/7 operation. The CRPM will determine the specific MCRC organization, i.e. number of shifts and duration. The below framework is provided for reference:

(1) MCRC will be divided into an adequate number of watch sections as needed; the shift duration will be set and adjusted according to the circumstances at time of execution. The CRPM, or designee, will oversee the personnel assigning the CACOs, drafting and releasing message traffic, updating the statistics board, and any other CACO functions as assigned. Specific guidance may be required with regard to over-assignment of CACOs from an activity or the inability of a command or

commands in certain areas to subsequently provide Navy military funeral honors.

(2) A mobile MCRC has been developed by the RCPM in order to respond in the event that the activated MCRC is rendered inoperable.

b. The CRPM, with the assistance of the Senior Watch Officer (SWO), will maintain an effective MCRC staffing watchbill and will be responsible for assigning replacements to the watchbill as necessary. A copy of the MCRC watchbill has been distributed. If the number of casualties exceed the watch section's ability, additional personnel requirements will be drawn from tenant activities as required.

c. The CRPM will provide updated information to CACOs as it is made available. CACO will not request information directly from COMNAVPERSCOM without specific authorization from the Regional Commander or CRPM, thus reducing any potential misinformation while concurrently freeing up the telephone lines at COMNAVPERSCOM.

d. Each CACO in Hampton Roads will be temporarily provided with a government cellular telephone by the CRPM. CACOs outside the Hampton Roads area will be temporarily provided with a government cellular telephone by their parent command.

#### 4. Escort for the Remains

a. Port Mortuary, 436SVS at Dover AFB, DE, serves as the port of entry and primary provider of mortuary services for Navy in mass casualty situations. The command suffering the casualty, if feasible, will supply the escorts for the remains. If the impacted command is not able to provide the escorts, the CRPM will coordinate with the TYCOM who will provide the substitute escorts.

b. Military Medical Support Office (MMSO), in accordance with reference (b), shall provide funding and overall coordination of travel arrangements through the Decedent Affairs Office (DAO) at Naval Medical Center, Portsmouth. Where there is no DAO in the area of responsibility (AOR), this coordination will be managed by the MMSO.

#### 5. Action

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a. Commander Fleet Forces Command, TYCOM and COMNAVPERSCOM shall arrange with the CRPM for a command staff liaison to assist the COMNAVREG MIDLANT MCRC with all requests for information from their respective chain of command.

b. CRPM will notify the appropriate action personnel within the COMNAVREG MIDLANT staff and commands in the Region when the MCRC standup is imminent, keeping the chains of command apprised including other Regional Commanders' Casualty Program Managers, PAO, and SWO:

(1) Place all CACOs and chaplains in an immediate standby status via Immediate naval message (Exhibit 1) or best means available.

(2) Contact other Regions, Fleet Family Support Center, Naval Medical Center, Portsmouth, and MMSO to advise of the activation of the MCRC.

(3) Regional Commander will contact the Installation Commanders for base support (i.e. galley, berthing, childcare center, PAO, Security).

c. If COMNAVREG MIDLANT is the Region mostly affected by the mass casualty, the RCPM will, via the chain of command, request the presence of the nearest and least affected RCPM to assist with managing the casualties. The additional presence will be requested as long as the MCRC is activated, but not to exceed four weeks. Funding will be provided by Assisting Regional Commander, then a special supplemental will be requested via the Commander Fleet Forces Command.

d. In the event of a regional disaster that renders COMNAVREG MIDLANT CRPM and/or staff inoperable or unavailable to provide the necessary support, the least affected CRPM through coordination with the other regions, will set up operations at a designated site in the affected region. Designated alternate sites are:

(1) Primary MCRC (at Region's headquarters)

(2) Mobile MCRC

(3) As designated by Disaster Preparedness Program Manager.

e. Travel cell. COMNAVREG MIDLANT will set up a travel cell that will coordinate arrangements with COMNAVPERSCOM and set up local means of transportation and lodging for family members and CACOs arriving in town to attend a memorial. A driver will be provided, at the discretion of the chain of command, as means of transportation for the Next of Kin (NOK)/CACO thereby precluding the assignment of a family escort.

f. Public Affairs. Unless otherwise directed, all press inquiries shall be referred to the Regional Public Affairs Officer (PAO) at COMNAVREG MIDLANT. Regional PAO will provide assistance, as appropriate, to TYCOM's PAO.

g. Fleet and Family Support Center, (FFSC): shall:

(1) Implement their Crisis Response Plan.

(2) Identify FFSC Family Assistance Center (FAC) Coordinator as primary POC to MCRC.

(3) Identify FFSC Command Post Coordinator as secondary POC to MCRC.

(4) Provide at a minimum each hour, via facsimile or electronic mail, to the MCRC an updated list of all families that have checked in or out of the FFSC FAC.

h. A regional mass casualty web page, password protected, has been established and will be operational at the onset of a mass casualty. CACOs will be able to access and provide daily updates to the MCRC. Access will be determined by CRPM. This web page will include a file for each individual case, with access for all CACOs assigned to same case.

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EXHIBIT ONE

FM COMNAVREG MIDLANT NORFOLK VA//N12//  
TO AIG XX  
INFO COMLANTFLT NORFOLK VA//N1/N46//  
COMNAVPERSCOM MILLINGTON TN//PERS-621//  
BUMED WASHINGTON DC//31//  
SECNAV WASHINGTON DC//SN//  
CNO WASHINGTON DC//N2K//  
DFAS CENTER CLEVELAND OH//645/00/XO/CACO/FMAA/FMCS/JJC//  
NAVY JAG WASHINGTON DC//35//  
CHINFO WASHINGTON DC//00//  
MILMEDSUPPOFF GREAT LAKES IL //03B2//  
AMCROSS WASHINGTON DC//OIC//  
EPMAC NEW ORLEANS LA//00120/40/40A/40P/  
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//00//  
FHTNC NORFOLK VA//01/PAO//  
DIRNAVCRIMINSERV WASHINGTON DC//23//  
COMNAVSAFECEN NORFOLK VA//42//  
436SVS DOVER AFB DE//SVD//  
BT  
UNCLAS //N01770//  
MSGID/GENADMIN/COMNAVREG MIDLANT//  
SUBJ/CASUALTY ASSISTANCE CALLS PROGRAM EMERGENCY//  
REF/A/DOC/COMMANDER FLEET FORCES COMMAND INSTRUCTION  
1770.1/DATE//  
AMPN/REF A IS COMMANDER FLEET FORCES COMMAND INSTRUCTION 1770.1,  
THE CAC PROGRAM INSTRUCTION //  
NARR/REF B IS COMNAVREGMIDLANTINST 1770.1, CAC PROGRAM  
INSTRUCTION//

RMKS/1. BY REF A, COMMANDER NAVY REGION MID-ATLANTIC HAS  
ESTABLISHED A 24/7 MASS CASUALTY RESPONSE CENTER (MCRC) WHICH  
WILL REMAIN MANNED UNTIL FURTHER NOTICE. ACCORDINGLY, ALL  
COMMAND TRAINED, DESIGNATED CACOS AND CHAPLAINS ARE PLACED IN A  
STAND-BY STATUS UNTIL STAND-DOWN IS SECURED BY REGIONAL  
COMMANDER. DURING INITIAL NOTIFICATION TO NEXT OF KIN (NOK), IF  
ACCOMPANIMENT OF A CHAPLAIN IS NOT POSSIBLE, AN ADDITIONAL  
MILITARY MEMBER DESIGNATED BY THE COMMANDING OFFICER FROM THE  
SAME COMMAND AS THE CACO WILL ACCOMPANY SAID CACO.

2. PER REF A. COMNAVREG MIDLANT WILL TRANSMIT CACO ASSIGNMENT  
AND NOTIFICATION MSGS. ALCON ARE TO ENSURE ADMIN AND  
COMMUNICATIONS PERSONNEL ARE ALERTED TO CACO ASSIGNMENTS THEREBY  
FACILITATING EXPEDIENT DELIVERY OF TIME SENSITIVE TRAFFIC. IF  
COMM CENTER IS UNAVAILABLE, CONTACT THE MCRC TO PROVIDE EMAIL



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ADDRESS FOR DISSEMINATION OF MSGS AND/OR FACSIMILES OF  
UNCLASSIFIED TRAFFIC TO CACOS.

3. ALL INQUIRIES REGARDING PRESENT OPERATIONS SHOULD BE DIRECTED  
TO THE MCRC. MCRC TELEPHONE NUMBERS ARE AS FOLLOWS: 866-203-7791  
EXT 2, COMM 757-322-2817 EXT 2, DSN 262-2817 EXT 2. THE FAX  
NUMBER IS 757-445-2115, DSN 565-2115.//

BT